

February 8, 1997

The Great Smoky Mountain National Park Service has service with us and they called us to help them with an emergency situation. They had a group of Hikers that were lost somewhere in the park. The hikers had there cell phone with them and the Ranger wanted to know if we can locate there position by tracing the cellular signal. He had heard of a rescue out west where the cellular company had been able to provide information about location. We had roamer do a call trace and look to see if there was an active registration, it came back that the hikers were coming off of our Townsend tower. In the mean time they had called 911 and it had routed into the Blount Co. Sheriff's Department this also helped to verify what tower they were coming off of. Rhonda contacted the engineers to help us locate exactly where the tower was. Jim Hicks got me in touch with Philip Selvidge and he gave me specific directions and information about the coverage. The type of phone that the hikers were using(Handheld) could only be used in a few areas in the National Park, due to coverage. The hikers were found only a couple of miles from our tower. The ranger was very grateful for our help.